

**ACTIVE CPS
INVESTIGATION OR
ONGOING
PROTECTIVE
SERVICE CASE**

When a family with an active CPS investigation or ongoing protective service case is absent from the county for a period of 30 days or more, or moves, or is temporarily visiting out of the county, the county of residence must:

- Make telephone contact with the CPS staff in the county where the family is located and discuss the nature of the active CPS investigation or ongoing protective service case.
 - If a family is in another county **temporarily**, the county of residence should outline the need for courtesy interviews, contacts, services, etc. The need must include safety precautions or alerts for the child(ren); see PSM 713-01-CPS Investigations (for active investigations) and PSM 714-1-Post-Investigative Services Cases Involving Multiple Counties sections (for ongoing cases), for how to document and process requests for courtesy interviews, supervision, etc. Immediately (within two working days) of the telephone contact send copies of required case information to the county where the family is temporarily staying.
 - If a family has **moved** to a new county, the supervisor must transfer the active investigation or ongoing case on SWSS CPS through the Case Listing module to the new county of residence for the family. Any paper CPS case file will be maintained in the county of origin with copies of the case record being sent to the new county of residence within five working days. Whenever CPS becomes aware that a family with an active CPS investigation or ongoing protective service case in another county has moved into or is temporarily visiting their county, CPS staff must:
 1. Immediately make telephone contact with the CPS staff in the county with the active investigation/ongoing case to determine the nature of the active investigation/ongoing case and the level of risk to the children.
 2. If it is unknown whether the family has moved to the county or is visiting temporarily, the county where the family is located

should make face-to-face contact with the family (parents, legal guardian and children) to determine if the family's county of residence has changed.

3. If the family has **moved** and the investigation is not complete or ongoing protective services are necessary, the new county of residence should request transfer of the case. The supervisor must transfer the case on SWSS CPS through the Case Listing module to the new county of residence for the family. Any paper CPS case file must be maintained in the county of origin with copies of the case record being sent to the new county of residence within five working days. If the family is in the other county **temporarily**, the county of residence should outline the need for courtesy interviews/services. The need must include safety precautions or alerts for the child(ren). See PSM 713-01-CPS Investigations (for active investigations) and PSM 714-1-Post-Investigative Services Cases Involving Multiple Counties sections (for ongoing cases), for how to document and process requests for courtesy interviews, supervision, etc. Immediately (within two working days) of the telephone contact, send copies of required case information to the county where the family is temporarily staying.

Disputes between counties must be immediately referred for resolution to:

- Regional service delivery center.
- Outstate operations for urban counties.
- Wayne County Children and Family Services Administration for Wayne County.

NEW COMPLAINT ON CLOSED CASES

If a county receives a CPS complaint, and the family has previous CPS history in other counties, the worker must contact the county(ies) where the prior CPS history took place and request a copy of any paper (file not in SWSS CPS) CPS files and incorporate the historical CPS case information in the investigation narrative for assessment of patterns of abuse/neglect, service history, etc. The historical case file material must be placed in the current CPS case file. The county with the closed CPS case record must provide any needed information immediately by telephone and/or fax, when requested.

If requests for CPS case records are not honored, refer immediately to the following for resolution:

- Regional service delivery center.
- Outstate operations for urban counties.
- Wayne County Children and Family Services Administration for Wayne County.